# Facilities Help Desk Standard Operating Procedure

The help desk is a centralized station in the NASA HQ building to register building complaints, building service request (electrical, mover, handyman, driver), safety hazards, conference scheduling and audio visual support via the Facilities Help Desk System (FHDS). Coverage is required between the hours of 6:30 am – 5:30 pm each business day. The FHDS is an automated database that allows customers to submit building service request from their desktop. The help desk staff is responsible for the administrative maintenance of the FHDS, which consist of resetting passwords, adding/deleting administrative point of contacts (POC's), and troubleshooting the database when a problem is reported. All service request shall be entered into the FHDS for tracking and reporting purposes.

# **Facilities Trouble Request**

When a request is submitted the help desk staff will receive e-mail notification to the FHDS e-mail account at each workstation or by telephone. All help desk staff must be knowledgeable of this database to ensure prompt processing of submitted request. The help desk staff must answer telephone calls within three rings. All emergency phone calls and automated request should be processed within three minutes of receiving. Processing calls includes notifying each action officer and facility manager of floor where emergency is taking place, if the assigned manager is not available refer to the facility manager list to contact an alternate. For example: A customer calls to report a burning smell in the ceiling. The help desk staff should obtain the location and customer information (name, room number, telephone number), contact the Property Management Office, notify the facility manager according to the floor assignment as well as the safety officer and occupational health specialist. In the event the facility manager is not available another should be contacted. For tracking purposes a ticket number should be received from Boston Properties when processing request that requires a building engineer and entered into FHDS.

Emergency Requests Include:

Smoke/Fire/Bomb Threat
Smell of gas/unusual fumes
Elevator Entrapment
Power Outages
Building related employee injuries
Leaks and/or dysfunctional water service

## **Elevator Entrapment Procedures**

In the event that a employee is trapped in the elevator and a trouble call is placed. Obtain the entrapped persons name and elevator number (located on the inside of the telephone compartment). This information should be conveyed to the facilities manager or facilities personnel and the property management office. If the employee is trapped for more than 15 minutes have the security guards call the District of Columbia Rescue Squad which is a free service provided by the District of Columbia. If an update has not been reported within 20 minutes contact the facility manager until an update is received.

All non-emergency request shall be processed within fifteen minutes of receiving notification. In some instances, customers will call the help desk to register complaints. Depending on the urgency level, the help desk staff should inform the customer of the automated database and give them the option of going into the database to submit the service request or have the help desk staff enter the request themselves. If the customer chooses to enter the request the help desk should walk the customer through step by step if needed.

When customers call requesting assistance regarding use of the FHDS or other facility related issues the help desk staff should provide a considerable amount of assistance based upon system knowledge and building standards. If staff is unable to assist customer a message should be taken and given to the appropriate person(s) for response.

Non Emergency Request Include:

Custodial Services
Pest Control
Recycling
Restroom Problems
Pest Control

### **Custodial Services Procedures**

The Administrator's Suite

The Help Desk staff shall note all incoming calls which pertain to the Administrator's suite for cleaning. The task monitor of the cleaning section of the contract should be notified.

Corridors, Lobbies, Elevators, Conference Pods, and Pay Telephone Areas Cleaning of the lobby is performed after hours each workday. Often special events occur during the workday which will require cleaning immediately following.

#### General Office Areas

Office areas are routinely cleaned daily after business hours. Special cleaning office request should be processed and forwarded to the day cleaning staff. The help desk staff should check office areas that requested cleaning to ensure customer satisfaction and that the task was completed (excluding Administrator's Suite) within an appropriate timeframe. A list of office areas routinely request special cleaning should be provided to technical monitor for corrective actions.

#### Trash Removal and Containers

When customers request trash pick-up the cleaning staff should be notified. The help desk staff should notice repeat calls for trash pick up recording the suite number and include in monthly report. Due to the limited supply of trash cans customers requesting small trash cans should be directed to the project manager or technical monitor for approval before processing request. During office moves customers must be reminded that trash cans are to be moved to the new location.

Customers requesting disposal of boxes should be instructed to mark boxes TRASH for pick-up.

## Interior Window Cleaning Venetian Blind Cleaning

Venetian blind cleaning will be performed after hours. The ticket should be forwarded to the cleaning supervisor to note for the evening cleaning staff. The customer should also be notified that cleaning will be performed between the hours of 5:00 pm - 11:00 pm.

#### **Pest Control**

The help desk staff is responsible for contacting the customer registering the complaint to provide them with the scheduled date and time their area will be treated.

#### **Restroom Maintenance**

All restroom maintenance problems should be reported to the cleaning staff. The help desk staff should check restrooms for cleanliness and ensure that supplies are well stocked. All restroom maintenance problems that require a building engineer should be noted and entered into the FHDS (stopped up toilet, broken door, handicapped accessible doors/button not working properly, cracked sink, etc.) Once the ticket is processed through Boston Properties (BP) the help desk staff should periodically check to make sure the problem is completed within the designated building response timeframe.

## **Priority Request**

All request placed from organizations/locations listed below are to be considered priority request and processed at once. The designated facility manager should be notified upon processing.

The Administrator's Suite (9F44)
The Auditorium
Facilities and Administrative Services Division
Request placed by Facilities Managers
The Health Unit

### **Facility Request**

All facility requests require approval from the administrative point of contact (POC) before it can be processed and forwarded to the facility management/space planning action officers. The help desk staff should check the database frequently for open request not approved by the administrative POC and process according to urgency and the requested completion date. The help desk staff should provide courtesy calls to the

administrative POC's with an outstanding amount of open service request as a reminder to approve/deny request in their organization inbox.

Upon closing of tickets the help desk staff shall follow up with customers to ensure task were completed. Contacting NASA customers and encouraging them to submit the online customer service survey and physically checking the location for completion of the request may assist in obtaining metrics of customer satisfaction. The facility manager should be notified via e-mail of all tickets/request received three or more times.

## **Conference Scheduling**

All conferences are scheduled through the FHDS. Conference and audio visual support request should be approved within 1 hour of receiving request. When conference requires special furniture arrangement the move services supervisor shall be notified 24 hours in advance of the sche